



## **EAP FAQ**

### **What can I expect when I contact BPA Health about my EAP?**

BPA Health team members are here to help you access your EAP services. When you call us, we will confirm your eligibility, collect your contact information, provide information about your EAP benefit and help you find a counselor in your area or refer you to resources that meet your needs.

### **Are there any services that my EAP does not cover?**

Psychological testing and court-ordered treatment are not covered by the EAP.

### **Can I put an authorization in place for my spouse or adult child?**

Federal law requires anyone over the age of 18 to manage their own healthcare. We cannot authorize or discuss treatment information to anyone other than the adult member using services. Anyone over 18 must call customer support themselves.

### **How can I continue services after my EAP sessions are complete?**

You will be able to work with your provider to decide the best course of action for your unique situation. Your provider may accept your health insurance, they may have self-pay options, or they can refer you to an appropriate specialist in your community. You will build a plan that fits your needs with your provider.

### **I've already used EAP sessions, but something new has happened. How do I get more sessions?**

If your EAP is a per incident plan, you may be eligible for more sessions. If you have a new, unrelated incident occur, before your next session please contact customer support at 800-726-0003 to start the approval process.

### **I'm using or have used EAP sessions myself and now one of my family members would like to use sessions. How does that work?**

If your EAP benefits are visits per incident and your family member has a different situation that they need help with, contact customer support at 800-726-0003 to start the approval process.

If your EAP is a per person plan, each eligible family member gets their own set of sessions. Authorization is needed for each member.

**Who will know that I access EAP services?**

EAP services are confidential. BPA Health and your provider cannot give anyone information about your treatment unless you complete a Use and Disclosure Form and send it to BPA Health. Only those designated on the form will be able to receive information about your services until the expiration date that you choose on the form.

**What if there is a crisis, can I or my family member get help right away?**

BPA Health has crisis counselors available 24 hours a day, 7 days a week. To speak with a licensed clinical counselor call 800-726-0003.

**What information can I find in My Work-Life Resources link on the website?**

Many items are available through the My Work-Life Resources tab at BPAHealth.com. There is a self-search provider database to get help with child related items like child care and summer camps. If you need information on adoption you can search for help. There is also help with elder caregiving support, education resources, and pet sitters.

**How do I access legal and financial services?**

Call BPA Health to learn more about the legal and financial services. The customer support specialists will connect you with a lawyer or financial advisor.

*If there is a conflict between this summary and the contract for the EAP, the terms of the contract will govern.*